

THE HAYNER PUBLIC LIBRARY DISTRICT LIBRARY BEHAVIOR POLICY

Publicly supported libraries are recognized as designated public forums established to provide all members of the communities they serve with access to information. Therefore, there is a significant public interest in maintaining a library environment conducive to all library users' exercise of their constitutional right to receive information.

The resources of The Hayner Public Library District are provided for the use and enjoyment of the entire community served by the library. All individuals, regardless of origin, age, background, or views, are welcome to make use of the facilities, collections, and services of any agency of The Hayner Public Library District.

In order to protect the rights of all users to access library resources, to ensure the safety and security of library users and library staff, and to protect and preserve the facilities, collections, and services of the library, the Board of Trustees of The Hayner Public Library District has adopted the following guidelines for the conduct of persons using the library and its resources. The guidelines listed in this policy extend to the library facilities and any/all properties owned, leased, or used by The Hayner Public Library District (i.e. library buildings, parking lots, outdoor seating areas, library "park" properties, etc.).

The library staff is here to assist you in using the resources of the library. Please ask at the Circulation Desk should you need assistance.

- **BE COURTEOUS IN YOUR DEALINGS WITH OTHER LIBRARY USERS AND LIBRARY STAFF.**
 - When many people are seeking assistance from the staff at the same time, we ask for your patience. Please wait your turn. A staff member will assist you as soon as possible.

- **BE CONSIDERATE OF THE RIGHTS OF OTHER LIBRARY USERS AND LIBRARY STAFF MEMBERS.**
 - Keep aisles and walkways clear of your belongings. Allow others to pass freely through the study, lounge, and stack areas.
 - At busy times the library staff may ask you to limit your personal space to one seat at a study table or one chair in a lounge area, so that we may accommodate the maximum number of users.

- **HELP US TO MAINTAIN A SAFE AND HEALTHY ENVIRONMENT IN THE LIBRARY.**
 - Deposit all trash in appropriate receptacles.
 - Please do not bring food or drink into the library.
 - When you have finished using library materials, please leave all items neatly stacked on a table or on the end of a shelf.
 - Wear shoes and appropriate clothing in the library. Appropriate clothing is clothing which covers the upper and lower torso of the body.

- As of January 1, 2008, the Smoke-Free Illinois Act requires that public places and places of employment must be completely smoke-free inside and within 15 feet from entrances, exits, windows that open and ventilation intakes. The use of any form of tobacco and/or e-cigarettes or vape items is prohibited in all library facilities, including the public restrooms (Illinois Clean Indoor Air Act).
 - Intoxication or consumption of alcohol/drugs is prohibited on library property.
 - We ask library users to avoid strong odors on their persons or their belongings when they are using the library. If you or your belongings exude an odor strong enough to cause allergic reactions, headaches, or nausea in other persons within a six-foot radius of your location, the library staff may ask you to leave the library until the odor has been eliminated. This rule applies to all strong odors regardless of cause, whether it be personal hygiene, perfumes, colognes, animal residues, etc.
 - No sleeping in the library facilities.
- **WE DO NOT EXPECT ABSOLUTE SILENCE IN THE LIBRARY. WE DO TRY TO MAINTAIN A QUIET ENVIRONMENT, CONDUCIVE TO READING AND STUDYING, IN THE STACKS AND IN STUDY AREAS.**
 - Conversations generally should be confined to the lounge area and the area immediately adjacent to the Circulation Desk. Please speak in a quiet, conversational tone.
 - If you wish to listen to radios or audio players in the library, you must use earphones. If the volume is so loud that a person sitting or standing next to you can still hear the sound despite the earphones, library staff may ask you to lower the volume to a level which is inaudible to other people.
 - All cell phones must be turned off in the library building or programmed to vibrate for incoming calls and/or texts. All cell phone communication must take place outside or in the entryways.
- **PARENTS, GUARDIANS, OR OTHER ADULT CAREGIVERS ARE RESPONSIBLE FOR THE BEHAVIOR OF THEIR CHILDREN IN THE LIBRARY, WHETHER OR NOT THE PARENT, GUARDIAN, OR CAREGIVER HAS ACCOMPANIED THE CHILDREN TO THE LIBRARY.**
 - We do not expect small children to maintain quiet in the library. We do expect parents, guardians, or other adult caregivers to supervise their children's use of the library. Please remind your children that rowdy play and boisterous behavior are not appropriate in a place where other people are reading and studying.
 - Library staff cannot be responsible for supervising the behavior of unaccompanied children in the library.
- **CHILDREN UNDER THE AGE OF TWELVE SHOULD NEVER BE LEFT AT THE LIBRARY WITHOUT ADULT SUPERVISION.**
 - When children under the age of twelve attend library programs, a parent,

guardian, or caregiver should remain on the library premises during the program.

- **TEEN AND CHILDREN’S AREAS OF THE LIBRARIES ARE EXPRESSLY FOR USE BY TEENS AND ACCOMPANIED CHILDREN, RESPECTIVELY. INDIVIDUAL ADULT USE OF THESE AREAS FOR EXTENDED PERIODS OF TIME IS PROHIBITED.**
 - Computer use in the children’s area (KidsSpace) is restricted to children under the age of 13 and parents/guardians/supervisors of children using KidsSpace.

- **CHILDREN WHO ARE LEFT UNATTENDED AT THE LIBRARY MUST BE PICKED UP BY A PARENT OR GUARDIAN BEFORE THE LIBRARY’S REGULARLY SCHEDULED CLOSING TIME**
 - If children are still at the library at the regularly scheduled closing time, the library staff reserves the right to call the police to take custody of the children until the parent, guardian, or adult caregiver can be located.

- **LIBRARY FACILITIES, COLLECTIONS, AND SERVICES ARE PUBLIC RESOURCES AND THE WILLFUL DESTRUCTION, DAMAGE, OR THEFT OF LIBRARY RESOURCES WILL BE PROSECUTED UNDER THE LAW**
 - Library staff reserves the right to check all library users' belongings when they are ready to leave the library.

- **DO NOT LEAVE YOUR PERSONAL BELONGINGS UNATTENDED IN THE LIBRARY**
 - The library is not responsible for any items lost, damaged, or stolen while left unattended.

- **PLEASE PARK VEHICLES WITHIN THE MARKED SPACES ON THE LIBRARY PARKING LOT OR WITHIN DESIGNATED ON-STREET PARKING SPACES**
 - Parking spaces reserved for the disabled are so marked and should be used only by those individuals who have the appropriate license tags or plates issued by the state and displayed on their vehicles as required by law.
 - Do not block alleys, driveways, and fire lanes. Areas that are marked “no parking” should remain clear at all times for emergency access. The library prohibits the use of bicycles, skateboards, roller skates, in-line skates, etc., on library property.

- **ANIMALS, EXCEPT ANIMALS SPECIALLY TRAINED TO ASSIST THE DISABLED, ARE PROHIBITED IN THE LIBRARY**
 - We discourage library users from leaving their pets, whether secured or unsecured, outside the building or confined in vehicles parked on the library parking lot, out of concern for the safety and well-being of the animals.

- ANY BEHAVIOR THAT DISRUPTS THE ORDERLY CONDUCT OF THE LIBRARY, OR THAT INTERFERES WITH ANOTHER LIBRARY USER'S RIGHT TO ACCESS LIBRARY RESOURCES, OR THAT PREVENTS ANY LIBRARY STAFF MEMBER FROM CARRYING OUT HIS/HER DUTIES IN AN ORDERLY AND TIMELY MANNER, IS PROHIBITED
 - Persons who engage in such behavior will be subject to the procedures established in the Progressive Discipline Policy listed below.
- VIOLENTLY ABUSIVE LANGUAGE OR GESTURES, THREATENED OR ACTUAL PHYSICAL ASSAULT, INDECENT BEHAVIOR, OR DELIBERATE HARASSMENT OF ANY INDIVIDUAL ON LIBRARY PROPERTY WHETHER SUCH HARASSMENT IS VERBAL OR NONVERBAL, AND REGARDLESS OF WHETHER SUCH HARASSMENT INVOLVES ACTUAL PHYSICAL CONTACT, THAT DISRUPTS THE ORDERLY CONDUCT OF THE LIBRARY WILL BE PROSECUTED UNDER THE LAW.
- POSSESSION OR USE OF DRUGS (INCLUDING MARIJUANA), ALCOHOL, OR WEAPONS (INCLUDING “CONCEAL AND CARRY”) ON LIBRARY PROPERTY IS PROHIBITED.
- ALL TYPES OF SOLICITATION ON LIBRARY PROPERTY IS PROHIBITED.

PATRON USE OF LIBRARY TELEPHONES

The use of cellular phones or two-way devices is prohibited in the library. The library does not allow members of the public to use library telephones for personal calls.

There are exceptions to this rule:

1. In cases of accident or emergency, a library staff member may place a call for emergency assistance, at the request of an individual involved in or witness to the accident or emergency. A person involved in an accident or emergency may use the library telephone to call a family member, friend, or service person for assistance. The caller should keep the call as brief as possible.
2. Patrons may use the library telephone to call for a ride. The caller should keep the call as brief as possible. A library staff member may place the call and give the receiver to the patron when the call is answered if the patron is not capable of placing the call for him/herself.

If someone calls the library to locate a family member or friend, the library staff will take a message and relay it to the patron. If the patron is not present, library staff will tell the caller that the patron is not in the library. Callers are discouraged from continuing to call back looking for the patron.

The Board of Trustees of The Hayner Public Library District establishes its Progressive Discipline Procedure as follows:

PROGRESSIVE DISCIPLINE PROCEDURE

1. A patron who engages in any activity which disrupts the use of library facilities, collections, or services, who disrupts the ability of the staff to perform his or her duties, or who violates the codes of conduct listed in the Behavior Policy, shall cease such activity immediately upon request by library personnel.

2. If, following a request, the patron fails or refuses to comply, or responds to the request in an abusive fashion, he or she will be required to leave the library premises immediately for the balance of that calendar day. If he or she fails to leave, the police will be summoned. Designated staff will record instances in which patrons are required to leave the library in a ledger maintained by the library for that purpose. When a patron is asked to leave the library, library staff are required to:
 - Notify their Department Manager when a patron has been asked to leave the library.
 - Fill out an Incident Report and submit it to their Department Manager.
 - Department Managers will forward the Incident Report to the Executive Director.
 - Department Managers will enter the patron's information into the ledger.
 - Department Managers shall also inform library staff, via an email to the HPLD email address, when a patron's name has been entered into the ledger.

Note: The ledger shall include a patron's name and address, if known to library staff. Patrons whose identity cannot be established by library staff may have their image (taken from library security cameras) entered into the ledger until their identity can be established. This ledger will be maintained on the library's secure network and access will only be granted to library staff for the purpose of maintaining library security.

In cases of activities that present inordinate abuse or disruption, or involve unacceptable safety risks, the Executive Director may skip the first step and proceed as below under second or third violation sections.

3. Upon the second recorded instance in which a patron is required to leave the library premises, a Department Manager or Assistant Director will notify the Executive Director, who may/will bar the patron from use of library premises for a period of up to thirty days. When a patron is asked to leave the library for a second time, library staff are required to:
 - Notify their Department Manager.
 - Fill out an Incident Report and submit it to their Department Manager.
 - Department Managers will forward the Incident Report to the Executive Director.
 - The Executive Director will note the barring in the ledger.
 - The Executive Director will notify all library staff of this action.
 - The Executive Director will send a registered letter to the patron informing them that they are barred from library premises for up to thirty days and that any further repeated attempts to enter the library will result

in library staff calling the police to have the patron arrested for trespassing. If the patron's residence/formal identity is unknown to library staff, this letter will be retained at the Circulation Desk and delivered to the patron by a staff member the next time the patron appears on library property.

4. In the event a barred patron attempts entry into the library during such period of exclusion, the police will be summoned and informed that the patron has been formally barred from library properties; charges of trespassing will be filed by the library. If the police are summoned to the library, library staff will:
 - Notify their Department Manager.
 - Fill out an Incident Report and submit it to their Department Manager
 - Department Managers will forward the Incident Report to the Executive Director.
 - The Executive Director will note the trespassing charge in the ledger.
 - The Executive Director will notify all library staff of the trespassing charge.

Note: All library staff, with the exception of Library Assistant Is, are authorized to file a trespassing complaint to the police department.

5. In the event the patron persists in abusive conduct or disruptive behavior during/following such a period of exclusion, the above procedures shall be followed, and the Executive Director shall report said conduct to the President of the Board of Trustees; the Board will consider a long-term banning of the patron.
 - a. The length of this long-term ban will be determined by the Board of Trustees.
 - b. The patron will be informed, in writing, of the impending possible long-term ban; this communication will include the procedures to be followed should the patron wish to appeal the ban. This written communication will be mailed via a registered letter to the patron at his/her residence or, if the patron's residence and/or formal identity are unknown to the library, a copy of the letter will be retained at the Circulation Desk and delivered to the patron by a staff member the next time the patron appears on library property.
 - c. The patron will continue to be barred from library premises until the Board of Trustees meets to determine the patron's ban.
6. A copy of the Behavior Policy and Progressive Discipline Procedure shall be posted in all library facilities.
7. The Hayner Public Library District is comprised of several facilities. The barring or banning of a patron from one facility extends to all other facilities or properties owned, leased, or used by The Hayner Public Library District.
8. Unless the Executive Director or Board determines otherwise, patrons who have been barred or banned from library property may not continue to check out library materials from the collection or use any electronic services offered by the library (Cloud Library, databases, online card catalog, etc.). If the Executive Director or Board determine that the

patron may continue to check out library materials, the patrons must send a designated surrogate to the library with the patron's library card (which must be in good standing) and a list of materials wanted or needed; this includes interlibrary loan materials.

Note: Behavior which presents an immediate and profound threat (i.e. violent or criminal acts) to another patron and/or library staff/property is grounds for immediate expulsion and possible prosecution by the library.